

CapTel Disaster Recovery Plan

CAPTEL OUTAGE PREVENTION STATUS

Sprint will provide FCC compliant CapTel® service from the two CapTel call centers in Madison and Milwaukee, WI. Sprint's CapTel vendor CapTel Inc. (CTI) operates the two current CapTel and WebCapTel® call centers in the nation. These unique centers operate with enough terminals for 200 ROs each, along with support personnel, Technicians, and Supervisors.

Both CapTel call centers are equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

Having two CapTel call centers ensures minimum interruptions in service if something unexpectedly halts operations in one center or the other such as a flood or a tornado. In those instances, traffic from one Center can automatically be routed to the other.

SPRINT OUTAGE NOTIFICATION FROM CAPTEL CALL CENTER

Performance at the CapTel call center is monitored continuously by CTI technicians 24 hours a day, seven days a week. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes either:

- A complete (100 percent) loss of the CapTel Service Center, OR
- Any partial loss of service in excess of 15 minutes that is service affecting.
Examples of such a loss in service include:

An accidental switch rebooting

Loss of transmission facilities through the telephone network

Terrorist attack

Bomb threat or other work stoppage

Sudden loss of agent position capabilities.

Impact to minimum ASA / Speed of Answer times

Acts of God

Contact from the CapTel Service Center Manager or designated CTI contact person will be made to the assigned contact people at Sprint immediately upon awareness of an outage meeting the above criteria, 24 hours a day, seven days a week including holidays with the following documentation:

- 1.) What time did the outage happen in CENTRAL TIME?

- 2.) What caused it?
- 3.) Which customers are (or were) impacted?
- 4.) What is (was) the solution to restore service?
- 5.) What is the time that service will be (or was restored by) IN CENTRAL TIME?

Sprint will internally escalate outages in the following manner:

Level	Escalation Procedure for Outages	Point of Contact (POC)	Contact Info:
1	Sprint Product Innovation Manager		913-663-7278 Dennis.A.Selznick@sprint.com <u>After Hours:</u> getdennis@gmail.com (pager) 913-231-1386 (cell) (608) 441-8800 Pam.Frazier@captelmail.com
2	Captioned Telephone Inc.'s (CTI) Call Center Director	Pam Frazier Call Center Director	<u>After Hours:</u> 608-516-7517 (cell) 608-832-6233 (home) (608) 441-8800
3	Captioned Telephone Inc.'s (CTI) Call Center Vice President		(608) 441-8800 Jayne.Turner@ultratec.com <u>After Hours:</u> 608-274-0598 (home)

Table 44 – Sprint CapTel Outage Escalation

SPRINT PROCEDURE FOR OUTAGE NOTIFICATION TO CONTRACT ADMINISTRATORS

Upon receiving notification from CTI, Sprint will have one of the below managers contact the Contract Administrator, depending on availability:

	Point of Contact (POC)	Position	Contact Information:
1	John Moore		P: (925) 904-4014 M: (925) 895-9176 H: 925-968-1418 E: John.E.Moore@sprint.com Pgr: jmoore45@sprintpcs.com
2	Angela Officer	Relay Program Manager	P: (703) 689-5654 E: Angela.Officer@sprint.com
3	Assigned On-Call Relay Program Manager		Assigned as necessary

Sprint Customer Notification Procedure

Upon receiving notification from CTI, Sprint will assess the problem and contact will be made by email to the Contract Administrator.

In cases of partial loss of service, such as several inoperable RO positions or, local area network outages, the CapTel Center on-site technician will notify CapTel Service Center to schedule repair. Only those partial losses of service that are service affecting in excess of 30 minutes will be emailed to the state Contract Administrator.

If the problem is within the CapTel call center, maintenance can usually be performed by the on-site technicians. Hardware spares are retailed at the CapTel call center to allow for the most common type of repair required without the ordering of additional equipment.

DISASTER RECOVERY FOLLOW-UP

Upon notifying customers of an outage, Sprint's contact person will provide regular updates from CTI to all customers and internal team members. The follow up will be kept in sync with CapTel Customer Service so that the information shared with customers from CTI is the same as what customers receive from Sprint.

DISASTER RECOVERY POST-MORTEM DOCUMENTATION

Within 72 hours (3 days) after the outage is resolved, CTI will provide a formal written analysis of the outage to the designated Sprint people (outlined above).

Sprint will send a document with the analysis to the Contract Administrator. John Moore will be the primary point-of-contact for the letter to be shared with customers. If John Moore is not available, then Angie Officer will provide the letter directly to customers.

- 1) What time did the outage happen in CENTRAL TIME?
- 2) What caused it?
- 3) Which customers are (or were) impacted?
- 4) What is (was) the solution to restore service?
- 5) What is the time that service will be (or was restored by) IN CENTRAL TIME?
- 6) What will CapTel, Inc do to prevent this from happening again?

CTI will be available to answer questions from Contract Administrators through Sprint.

TIME FRAMES FOR SERVICE RESTORATION

- ☐ Complete loss of service due to equipment
 - Normal business day – A technician is on site during the normal business day. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

- Outside of the normal business day – A technician will be on-site within four (4) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within two (2) hours.

❑ Due to Utilities or Disaster at the Center – Service will be restored as soon as the utility is restored provided the equipment was not damaged. If the equipment was damaged then refer to the timing in the statement previous (Due to Equipment).

❑ Due to Telco Facilities Equipment – A technician will be dispatched as necessary. The normal Telco escalation procedures for a partial outage will apply:

- Two hours at first level,
- Four hours at second level
- Eight hours at third level

These hours of escalation are all during the normal business day, so a trouble ticket may be extended from one day to the next.

❑ Partial loss of service – Due to Equipment

- Normal business day – A technician is on site during normal business hours. The technician will provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.
- Outside of the normal business day – A technician will be on-site within eight (8) hours. The technician will then provide parts and/or resources necessary to expedite repair of the most common problems within four (4) hours.

❑ Due to Position Equipment – A technician will be on-site within eight (8) hours, provided there are not enough positions working to process the forecasted traffic volumes. The technician will provide parts and/or resources necessary to expedite repair within 48 hours. If there are enough positions functional to process the forecasted traffic, the equipment will be repaired as necessary by Sprint.

❑ Due to Telco Facilities Equipment – A technician will be dispatched as necessary by Sprint. The normal Telco escalation procedures for a partial outage will apply:

- Eight hours at first level
- Twenty-four hours at second level

These hours of Telco escalation are all during the normal business day, so a service request may be extended from one day to the next.

TROUBLE REPORTING PROCEDURES (FOR INDIVIDUAL CUSTOMERS TO CUSTOMER SERVICE)

All calls concerning customer service issues should be placed by dialing the CapTel Customer Service at 1-888-269-7477 (800-482-2424 TTY) in English (866-670-9134 for Spanish). A Customer Service agent will take information concerning:

Callers Name

Contact Number

Calling to / Calling from if applicable

Description of the trouble

Customer service can also be reached by emailing captel@captelmail.com.

Report service affecting trouble to Customer Service during normal business hours. Escalations of service affecting issues during normal business hours are followed below:

Level	Escalation Procedure during business hours	Point of Contact (POC)	Phone Number
1	CapTel Customer Service		(888) 269-7477 captel@captelmail.com
2	CapTel Customer Service Supervisor	Pam Holmes	(888)-269-7477 Pam.Holmes@captelmail.com
3	Captioned Telephone Inc.'s (CTI) Call Center Director		(608) 441-8800 Pam.Frazier@captelmail.com
4	Captioned Telephone Inc.'s (CTI) Call Center Vice President	Jayne Turner Vice President	(608) 441-8800 Jayne.Turner@ultratec.com

Table 46 – CapTel Customer Service Escalation Procedures

ALTERNATIVE USAGE FOR CAPTEL PHONE DURING OUTAGE FOR VCO USERS.

CapTel phones are equipped with the capability to connect to traditional relay services even in the event that the captioning service is not available.

In the event that a user cannot reach the captioning center, and the user desires to use any form of available relay to connect their call, the user can dial 7-1-1 (user must dial only 7-1-1 and not a relay 800 number in order to change to VCO mode) and be connected to the in-state relay call center. Their call will be processed via VCO instead of captions. In VCO mode, no audio from the called party will be processed – just like any other traditional VCO call

F

2

NOV 16 2012

FCC Mail Room

Services for Customers with Disabilities

Qwest's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday,
Mountain Time

Qwest provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice 1 800 223-3131
Fax 1 866 826-4839

Qwest's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using Qwest long-distance service. (Eligibility requirements must be met to qualify for discounts).
- Order or disconnect telephone service and answer billing questions.
- Handle Qwest repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

Qwest's Directory Assistance Service

- Qwest's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

Qwest Print Material

- Qwest offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information: 1 800 223-3131 (Voice/TTY).

Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

AT&T's Operator Service for TTY

(24-hours) 1 800 855-1155

South Dakota Relay Service

Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Relay South Dakota numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long distance calls. Long-distance calls placed for you can be billed collect or to a pre-paid calling card, carrier calling card or third-party.

Telephone Numbers for Relay South Dakota:

ASCII 1 800 877-1113
Spanish 1 877 981-9743
Speech to Speech 1 877 981-9744
TTY 1 800 877-1113
VCO 1 877 981-2117
Voice 1 800 877-1113
Pay Per Call Service 1 900 246-3300

Types of TRS Calls

- Computer (ASCII) users can access Relay South Dakota by setting the communications software to the following protocols: speeds ranging from 300 to 1200 baud; 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS helps users with speech difficulties converse with one another, with a specially trained Communications Assistant acting as the intermediary.
- Text Telephone: Also called TeleTypeWriter (TTY) is a specially designed typewriter-like device that allows users to carry on telephone conversations in the form of text conversations with the Communications Assistant.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

Telecommunications Relay Service Instructions

Dial 7-1-1 to make a relay call. 7-1-1 is a toll-free, nationwide relay access number. You may dial 7-1-1 from anywhere in the country and be connected to the relay service in the state from which you called.

Minnesota Relay Options*

Dial **7-1-1** or **1-800-627-3529**
(TTY, Voice, ASCII, Hearing Carry Over)
1-877-627-3024 (Voice Carry Over)
1-866-855-4611 (Two-line Voice Carry Over)
1-877-627-3848 (Speech-to-Speech)
1-877-627-5448 (Spanish Relay)
1-900-230-3324 (900 Pay-Per-Call)
1-877-243-2823 (To contact a person who uses a CapTel phone)
1-800-627-3537 (Computer ASCII)

North Dakota Relay Options

Dial **7-1-1** or **1-800-366-6888** (TTY)
1-800-366-6889 (Voice)
1-877-366-3709 (Speech-to-Speech)
1-800-435-8590 (Spanish)
1-900-230-3301 (900 Pay-Per-Call)

There is no charge for using the relay service within your local calling area. Long distance calls made through the Relay Service Provider will be billed, but, at a reduced rate. As a courtesy, this discount is given to compensate for the additional time needed to place a relay call.

South Dakota Relay Options

Dial **7-1-1** or **1-800-877-1113**
(TTY/Voice/Computer ASCII)
1-877-981-9744 (Speech-to-Speech)
1-877-981-9743 (Spanish)
1-900-230-3301 (900 Pay-Per-Call)
1-800-642-6410 (Customer Service)

South Dakota residents who are deaf, hard of hearing, deaf-blind or speech-disabled are eligible to receive specialized telephone equipment through the Distribution Program at CSD at minimal or no cost.

For information on the services offered through Minnesota Relay, visit www.mnrelay.org or call **1-800-657-3775** (Voice/TTY)

For more information, please call **1-800-657-3663** (Voice) or **1-888-206-6555** (TTY)

For more information about Relay North Dakota, go to www.relaynorthdakota.com or call the phone numbers above.

For more information on how to obtain specialized telephone equipment in South Dakota, call **605-367-5759** or **1-866-246-5759** (Voice/TTY).

Something to remember: A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

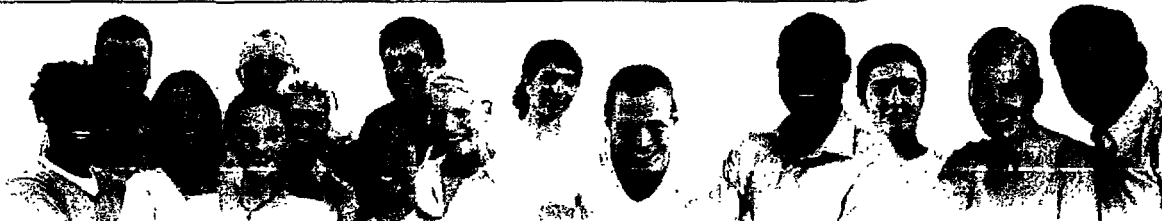
***Additional Minnesota Telecommunications Relay Service Information:**

- The Telephone Equipment Distribution program (TED) provides specialized telephone equipment at no cost for income eligible Minnesotans.
- Emergency Assistance: TTY callers should dial **911** directly.

- Billing Options for Long Distance Telecommunications Relay Calls: Direct Charge/Prepaid Calling Card/Collect/Carrier Calling Card/Third Party Billing.
- Filing a Complaint: Call the FCC at **1-888-225-5322** (Voice), **1-888-835-5322** (TTY) or www.fcc.gov/cbg/complaints.html or **1-800-657-3775** (Voice/TTY).



1.800.888.1300 | midcocomm.com



Accessibility

**Telecommunications Relay Service
in Minnesota and the Dakotas**
Telecommunications Relay Service is free and provides full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing or speech disabled through the use of a specially trained communication assistant (CA). Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year, with no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.



Telecommunications Relay Service

Telecommunications Relay Service

Captioned Telephone* (CapTel™)

CapTel service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation (much like TV captioning).

Text Telephone* (TTY)

Allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

900 Pay-Per-Call Services

Allows a relay user to connect to any pay-per-call service.

Voice Carry Over* (VCO)

Allows a person who has difficulty hearing on the phone to voice their conversations directly to a hearing person. The CA then types the hearing person's response to the VCO user.

Speech-to-Speech (STS)

The CA revoices the words of the person with a speech disability so the other person on the call can understand them.

Two-Line Voice Carry Over* (VCO)

Use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person.

Computer* (ASCII)

Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400 baud; 8 Bits; No Parity; 1 Stop Bit; Full Duplex.

(When calling at a rate of 300 baud or below, follow the above using Half Duplex.)

Hearing Carry Over* (HCO)

The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response.

Spanish Relay

The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.



J-58878 TR8

**Special equipment required.*

Helpful Telephone Information

©2008 Yellow Book Sales and Distribution Company, Inc.

©2008 Yellow Book Sales and Distribution Company, Inc.

Directory Assistance

For Numbers Outside Your Local Calling Area: 1-Area Code-555-1212
For Toll Free 800, 855, 866, 877, 888 Numbers: 800-555-1212

For Local Numbers: 411

If further assistance is needed, call "0" for a Telephone Operator
(Additional Charge May Apply)

Federal Do-Not-Call Lists

The consumer can register by dialing 1-888-382-1222
or register on-line at www.donotcall.gov

For Information On How To Advertise In This Directory
Call 1-800-YB-YELLOW (800-929-3556)

Current Advertisers

- Call 1-888-789-9103 if you have questions concerning your current Yellow Book advertising program.

To Order A Directory

Call 1-800-929-3556 (prompt 2) to order additional directories.

Change A Business Or Residential Listing

To change a business or residential listing in either the white or yellow pages, contact your local telephone company. Their number can be found in this section under telephone service and repair or under the "Telephone Companies" heading in the yellow pages of this directory.

Local & Long Distance Billing & Customer Service

Questions concerning your local or long distance telephone service should be directed to your local or long distance service provider. Their number can be found on the invoice they send to you, in the white pages, or under the "Telephone Companies" heading in the yellow pages of this directory.

Relay South Dakota

For communication between hearing, deaf, hard-of-hearing and speech-impaired persons: available 24 hours a day.

Relay711
TTY/Voice/ASCII.....800-877-1113
Spanish.....877-981-9743
Speech To Speech (STS)877-981-9744
VCO Direct-TTY/Voice/ASCII/Spanish877-981-2117
900 Services900-246-3300
TTY/Voice Customer Service.....800-676-3777
Web Site.....www.sdrelay.com

Call Before Digging

Protect Yourself -

Call Before You Dig EVERY Project

Call the NEW national number: 811

to Locate Underground Utilities

or call 800-781-7474

Either will connect you to

South Dakota One Call

www.call811.com



**Know what's below.
Call before you dig.**

The Environment, Yellow Book and You...

As responsible Corporate citizens, Yellow Book is concerned with the environment and has undertaken the following initiatives to do our share to help protect it.

Certified Forests

Of significant importance is the wood used in manufacturing our paper is a renewable resource; much like corn or wheat. Wood used in the production of Yellow Book paper is primarily harvested from certified Forests. Certified Forests must meet and pass all Federal and International environmental guidelines and obligates the harvester to the responsible and ethical husbandry of the forestlands in their care to insure the continuing viability of our forestland and its environment.

Soy Based versus Petroleum Based Inks

To aid in the reduction of petroleum based pollutants in our landfills, our directories are printed with environmentally friendly and biodegradable soy based inks.

Huron/MI

Please rate Yellow Book	Excellent	
Towns covered in the Directory		
Community Information Pages		
Classified Yellow Pages		
Coupons		
Restaurant Menus		
Area Maps		
Alphabetical White Pages		

All Sections May Not Appear in All Directories.

Was your **Yellow Book** delivered satisfactory?

I have called the following advertisers:

I like Yellow Book because:

Name: _____

Address: _____

Town: _____ State: _____

Phone: (_____) _____

services for customers with disabilities

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunications Equipment Distribution Program (TEDP) provides telecommunication devices to individuals who are deaf, hard of hearing, deaf/blind or speech impaired. For more information, contact

605-626-2668 Aberdeen (V/TTY)

800-265-9684 Pierre (V/TTY)

888-304-2311 Rapid City (V/TTY)

866-246-5759 Sioux Falls (V/TTY)

<http://www.sdrelay.com/tedp>

South Dakota South Central local calling region

For Qwest customers, the following is a list of Qwest-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of January 2011.

Mitchell Local Calling Area

Chamberlain (734) to:
Chamberlain (734)

Huron Local Calling Area

Cavour-Yale (599) to:
Huron (352, 353)
Iroquois (546)

Huron Local Calling Area (cont'd)

De Smet (854) to:
Lake Preston (847)

Huron (352, 353) to:
Cavour-Yale (599)
Iroquois (546)

Iroquois (546) to:
Cavour-Yale (599)
Huron (352, 353)

Pierre Local Calling Area

Pierre - Ft. Pierre (223, 224, 773, 776, 945) to:
Pierre - Ft. Pierre (223, 224, 773, 776, 945)

South Dakota South Central

Communities in this directory can be found on the first page of the White Page Listings.

TTY, TDD Users

Dial 9-1-1

After the 9-1-1 dispatcher answers the call, pressing the space bar may help you inform the dispatcher this is a TTY call.

Child Abuse

Dial 9-1-1

Poison Center

800 222-1222

TTY 800 222-1222

Suicide Prevention

800 273-TALK

(800 273-8255)

TTY 800 799-4TTY

(800 799-4889)

www.suicidepreventionlifeline.org

Runaway Hotline

National Runaway Switchboard

800 RUNAWAY

(800 786-2929)

www.1800runaway.org

Emergency #'s for kids

Emergency # to Call: _____

Mom's Cell #: _____

Dad's Cell #: _____

Mom's Work #: _____

Dad's Work #: _____

Friend's #: _____

Neighbor's #: _____

My Address: _____

My Home Phone #: _____

Other: _____

Hazardous Materials/
Materiales Peligrosos

Medical/
Médico

Police/
Policía

Fire/
Bomberos

Emergency Dial:



Other Important Numbers - Non-Emergency Numbers

See "Community Service Numbers" in the Phone Service Pages for non-emergency numbers.

Warning: It is unlawful under penalty of fine or imprisonment for any person willfully to refuse to immediately yield or surrender the use of a party line or a public telephone to another person for the purpose of permitting such other person to report a fire or summon police or medical aid. Likewise, it is unlawful for any person to ask for, or request the use of, a party line on the pretext that an emergency exists.

9-1-1 calls are answered by trained public safety dispatchers whose priority is the handling of emergency situations. Please take the time to look up a non-emergency telephone number for the appropriate government agency if you do not have a problem that requires a law enforcement officer, fire department or ambulance to come to your location immediately.

services for customers with disabilities

Qwest's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday, Mountain Time

Qwest provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice 800 223-3131
Fax 866 826-4839

Qwest's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using Qwest long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle Qwest repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

Qwest's Directory Assistance Service

- Qwest's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

Qwest Print Material

- Qwest offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information.
800-223-3131 (Voice/TTY)

Amplified Pay Phones

- Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

AT&T's Operator Service for TTY

(24 hours) 800-855-1155

Relay South Dakota

Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Relay South Dakota numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and Long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

Relay South Dakota (cont'd)

Telephone Numbers for Relay South Dakota:

ASCII 800 877-1113
Spanish 900 230-3301
Speech to Speech 877 981-9744
TTY 800 877-1113
VCO 877 981-2117
Voice 800 877-1113

Customer Service

(V/TTY) 800 770-6770

Types of TRS Calls

- Computer (ASCII) users can access Relay South Dakota by setting the communications software to the following protocols: speeds ranging from 300 to 1200 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- Hearing-Carry-Over: HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party's response. HCO requires a specially designed telephone.
- Internet Relay: Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.
- Speech-to-Speech: STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Text telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

Captioned Telephone Service (CapTel™)

CapTel™ allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel™ phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel™ phone, dial 877 243-2823.

TTY Users and Emergency Assistance 9-1-1

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

Continued next column

services for customers with disabilities

long-distance c

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunications Equipment Distribution Program (TEDP) provides telecommunication devices to individuals who are deaf, hard of hearing, deaf/blind or speech impaired. For more information, contact

605-626-2668 Aberdeen (V/TTY)

800-265-9684 Pierre (V/TTY)

888-304-2311 Rapid City (V/TTY)

866-246-5759 Sioux Falls (V/TTY)

<http://www.sdrelay.com/tedp>

Long-distance Within Your Area

Many companies provide long-distance calling within South Dakota by making long-distance calls within South Dakota by dialing the telephone number. You will be billed by the company for your call.

South Dakota South Central local calling region

For Qwest customers, the following is a list of Qwest-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of January 2011.

Mitchell Local Calling Area

Chamberlain (734) to:
Chamberlain (734)

Huron Local Calling Area

Cavour-Yale (599) to:
Huron (352, 353)
Iroquois (546)

Huron Local Calling Area (cont'd)

De Smet (854) to:
Lake Preston (847)

Huron (352, 353) to:
Cavour-Yale (599)
Iroquois (546)

Iroquois (546) to:
Cavour-Yale (599)
Huron (352, 353)

Pierre Local Calling Area

Pierre - Ft. Pierre (223, 224, 773, 776, 945) to:
Pierre - Ft. Pierre (223, 224, 773, 776, 945)

Spearfish

Rapid
City

Custer

Hot Springs

services for customers with disabilities

long-distance c

Telecommunications Equipment Distribution Program (TEDP)

The Telecommunications Equipment Distribution Program (TEDP) provides telecommunication devices to individuals who are deaf, hard of hearing, deaf/blind or speech impaired. For more information, contact

605-626-2668 Aberdeen (V/TTY)

800-265-9684 Pierre (V/TTY)

888-804-2311 Rapid City (V/TTY)

866-246-5759 Sioux Falls (V/TTY)

<http://www.sdrelay.com/tedp>

Long-distance Within Your Area

Many companies provide long-distance calling within South Dakota. Make long-distance calls within South Dakota by dialing the telephone number. You will be billed by the company you call.

South Dakota South Central local calling region

For Qwest customers, the following is a list of Qwest-served exchanges in your local calling area. There may be additional exchanges in your local calling area that are served by independent telephone companies. This information was current as of January 2011.

Mitchell Local Calling Area

Chamberlain (734) to:
Chamberlain (734)

Huron Local Calling Area

Cavour-Yale (599) to:
Huron (352, 353)
Iroquois (546)

Huron Local Calling Area (cont'd)

De Smet (854) to:
Lake Preston (847)

Huron (352, 353) to:
Cavour-Yale (599)
Iroquois (546)

Iroquois (546) to:
Cavour-Yale (599)
Huron (352, 353)

Pierre Local Calling Area

Pierre - Ft. Pierre (223, 224, 773, 776, 945) to:
Pierre - Ft. Pierre (223, 224, 773, 776, 945)

Spearfish

Rapid
City

Custer

Hot Springs

6

•

Received & Inspected

NOV 16 2012

FCC Mail Room

7515 0100 NO RP 16 07162012 0017016 001

P00006-0064604

Page 2 of 6

Contact Midcontinent:  www.midcoomm.com  1 800.888.1300

Total Amount Due **\$184.09**
Payment Due Date **10/07/12**
Account Number **[REDACTED]**

Bundled Services \$139.95

Theatre Trio 09/22-10/21 139.95
(Unbundled Price \$169.75)

Discounts:

Bundle Discount	- \$24.80
Data Plus Discount	- \$5.00

Includes access to a variety of Basic and Preferred Cable programming featuring genres from News, Entertainment, Sports, Kids and Home. 1 premium movie package - HBO, MidcoNet Xstream Wideband with free online access to ESPN3. Digital Phone Package with Basic Phone line, 8 Calling Features, Unlimited Local and Long-Distance Calling, and Voicemail with eVoice.

Additional Video Services \$16.00

Digital Video Recorder Lease	09/22-10/21	16.00
Digital Adapter Monthly Lease	09/22-10/21	0.00
Digital Adapter Monthly Lease	09/22-10/21	0.00

Additional Phone Services \$0.00

For Telephone: **[REDACTED]**
Long Distance Charges 0.00

You saved \$12.32 in Long Distance charges with the Unlimited Long Distance Package.

Taxes, Surcharges & Fees \$28.14

Video

Franchise Fee	3.41
FCC Fee	0.08
Local Broadcast Retransmission Fee	2.26
Phone	
Residential Line Federal Access	6.44
Federal Excise Tax	0.21
Universal Service Fee	1.79
Local Number Portability Fee	0.43
County Govt 911 Emergency Surcharge	1.25
Telecom Relay Services	0.15
Federal TRS & Administration Fee	0.13
Gross Receipts Tax	1.67
Local Sales Tax	3.44
State Sales Tax	6.88

Telephone Detail

605-224-8821 Long Distance Charges

Date	Time	Number	Destination	Duration	Amount
08/24	8:10 pm	605-225-0620	ABERDEEN, SD	0:42	0.00
08/24	8:29 pm	605-225-0620	ABERDEEN, SD	0:42	0.00
08/24	8:45 pm	605-225-0620	ABERDEEN, SD	0:30	0.00
08/24	8:47 pm	320-235-6579	WILLMAR, MN	36:54	0.00
08/27	8:22 pm	605-770-2299	MITCHELL, SD	51:06	0.00
08/27	10:01 pm	605-271-2980	SIoux FLs, SD	1:54	0.00
08/28	4:58 pm	507-275-2225	HENDRICKS, MN	0:18	0.00
08/28	5:15 pm	507-275-2225	HENDRICKS, MN	6:18	0.00
08/28	9:20 pm	507-275-2225	HENDRICKS, MN	2:54	0.00

Closed Captioning Inquiry: If you need assistance with closed captioning, you may contact us via email at closed_caption@midco.net, call us at 1-800-888-1300 or send a fax to 605-271-1986. For written inquiries, please contact Scott Anderson, General Counsel, 3901 N Louise Avenue, Sioux Falls, SD 57107, call 605-274-9810 or fax 605-271-1986.

Local Franchise Authority-FCC Community ID:SD0008 City Of Pierre PO Box 1253 Pierre SD 57501 1989

62 10

10 10



Received & Inspected
NOV 16 2012
FCC Mail Room

Verizon Wireless' Surcharges+

Fed Universal Service Charge	1.32
Regulatory Charge	.16
Administrative Charge	.99
SD Excise Surchg	1.54
SD Gross Receipts Surchg	.03
	\$4.04

Taxes, Governmental Surcharges and Fees+

SD Telecom Relay Srvc Surchg	.15
SD State Sales Tax	1.54
SD State 911 Surchg	1.25
Pierre City Sales Tax	.76
	\$3.70

Total Current Charges for 605-280-3329**\$22.73**

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.

Summary for [REDACTED]**Your Plan****Nationwide Talk Share 700**

(see pg 3)

Data Package 300MB

\$20.00 monthly access charge
300 monthly megabyte allowance
\$20.00 per 300 MB after allowance

500 MSG Allowance + UNL IN MSG

\$10.00 monthly access charge
Unlimited monthly M2M Text
Unlimited monthly M2M PIX & Video
500 monthly message allowance
\$.10 per message after allowance

Charges**Monthly Access Charges**

Line Access 10/02 - 11/01	9.99
Data Package 300MB 10/02 - 11/01	20.00
500 MSG Allowance + UNL IN MSG 10/02 - 11/01	10.00
	\$39.99

Usage Charges

Voice		Allowance	Used	Billable	Cost
SharePlan	minutes	700 (shared)	246	--	--
Mobile to Mobile	minutes	unlimited	323	--	--
Night/Weekend	minutes	unlimited	410	--	--
Total Voice					\$0.00

Messaging

Unlimited M2M Text	messages	unlimited	233	--	--
UNL M2M Picture & Video	messages	unlimited	65	--	--
Text, Picture & Video	messages	500	189	--	--
Total Messaging					\$0.00

Have more questions about your charges?
Get details for all your Usage Charges at
www.verizonwireless.com. Sign into My
Verizon and go to My Bill and click on
Usage Details.

100

•

[Illegible handwritten notes]



Invoice Number Account Number Date Due Page
[REDACTED] [REDACTED] 10/27/12 5 of 6

Received & Inspected
NOV 16 2012
FCC Mail Room

Usage Charges, continued

Data	Allowance	Used	Billable	Cost
Unbilled Usage from Previous Months				
Megabyte Usage <i>megabytes</i>		1	--	--
Current Data Usage				
Megabyte Usage <i>megabytes</i>	300	79	--	--
Total Data				\$.00
Total Usage Charges				\$.00
Verizon Wireless' Surcharges+				
Fed Universal Service Charge				1.33
Regulatory Charge				.16
Administrative Charge				.99
SD Excise Surchg				1.74
SD Gross Receipts Surchg				.04
				\$4.26
Taxes, Governmental Surcharges and Fees+				
SD Telecom Relay Svc Surchg				.15
SD State Sales Tax				2.54
SD State 911 Surchg				1.25
Pierre City Sales Tax				1.27
				\$5.21
Total Current Charges for [REDACTED]				\$49.46

+Percentage-based taxes, fees, and surcharges apply to charges for this line, including overage charges, plus this line's share of account charges.

2020-2021

2020-2021



[REDACTED]
[REDACTED]
[REDACTED]

Received & Inspected

NOV 10 2012

FCC Mail Room

Page: 3 of 4
Bill Cycle Date: 09/18/12 - 10/17/12
Account: [REDACTED]
Foundation Account: FAN 03972239

Visit us online at: www.att.com



Other Charges and Credits - Continued

Government Fees and Taxes

16. State Wireless 911 Surcharge 1.25

Total Other Charges & Credits 12.96

Total for 605 280-8283 89.45



UNLIMITED MSG PACK - Includes Text Messaging, Pict Video MSG.

Monthly Charges - Sep 18 thru Oct 17

1. FAMMYCIR12SMTPK 500	20.00
2. CENRC Complt Device	0.00
3. M2M UNL NATIONAL	0.00
4. NIGHT & WEEKENDS UNL	0.00
5. AAB Premium	0.00
6. UNLIMITED MSG PACK	0.00
7. Data Pay Per Use	0.00

Total Monthly Charges 20.00

Other Charges and Credits

Voice Usage Summary

FAMMYCIR12SMTPK 500

Total Minutes Used 38

Plan Minutes 500

M2M UNL NATIONAL Unlimited
Minutes Used 219

MOBILE TO ANY FT 27
Minutes Used

NIGHT & WEEKENDS UNL Unlimited
Minutes Used 239

Data Usage Summary

UNLIMITED MSG PACK Unlimited
Used 2,420

Surcharges and Other Fees

8. City Telecom Surcharge 0.45

Other Charges and Credits - Continued

9. Federal Universal Service Charge	1.05
10. Regulatory Cost Recovery Charge	0.26
11. Relay Service Device Fund Surcharge	0.15
12. SD State Telecom Surcharge	0.89
13. State Gross Receipts Surcharge	0.86
Total Surcharges and Other Fees	3.66

Government Fees and Taxes

14. State Wireless 911 Surcharge 1.25

Total Other Charges & Credits 4.91

Total for 605 295-1782 24.91

Total for Wireless accounts 135.79

News You Can Use

ADD A LINE WITH FAMILY TALK FROM AT&T

FamilyTalk(R) plans start at just \$69.99/month including 700 Rollover Minutes. Add up to three additional lines for only \$9.99 each. Sign up now by calling 800-449-1672 or visit ATT.COM/ADDALINE

NO TEXT IS WORTH THE RISK

Take the pledge at www.itcanwait.com, and make a commitment to end texting while driving. No text is worth the risk. It Can Wait.

Important Information

LATE PAYMENT FEE

Accounts with former AT&T Wireless plans are charged 1.5% or less of the balance unpaid as of the next bill period. Accounts with Cingular/new AT&T plans are charged \$5 in CT, DC, DE, IL, KS, MA, MD, ME, MI, MO, NH, NJ, NY, PA, OK, OH, RI, VA, VT, WI, WV, or 1.5% of the balance unpaid as of the next bill period in all other states. Accounts with former AT&T Wireless and Cingular/new AT&T plans incur the lesser of these charges.

ELECTRONIC CHECK CONVERSION

Paying by check authorizes AT&T to use the information from your check to make a one-time electronic fund transfer from your account. Funds may be withdrawn from your account as soon as the same day your payment is received. If we cannot

1. 1000

2. 1000

3. 1000

4. 1000

H

4

Received & Inspected

NOV 16 2012

FCC Mail Room

Non-Profit Organization
U.S. Postage
PAID
Sioux Falls, South Dakota
Permit # 989



Communication Service for the Deaf
102 N. Krohn Place
Sioux Falls, SD 57103

Address Correction Requested



Volume 5, Issue 2 Spring, 2012

911 Access, Enhanced 911 & Next Generation 911

The last time 911 was explained was in an article in the 2008 fall issue of the Relay South Dakota newsletter (Volume 3, Issue 3). Since then, technology has been changing at a rapid pace, especially in the telecommunications industry. Current technologies for 911 require a significant number of Americans, especially those who have hearing loss, to contact 911 through indirect means.



regular landline phone users have switched to wireless phones in vast numbers. It is estimated that about 70 percent of 911 calls are placed from wireless phones and the percentage is increasing steadily.

Using Internet-based Communication Services to Call E-911

Internet-based communication services are Internet protocol (IP) relay services and video relay services (VRS). Videophones, computer or video conferencing software/hardware are used to access those services. Different VRS providers and IP relay providers have their own access procedures for consumers to use to make 911 emergency calls. For instance, ZVRS accepts emergency calls made to 911 through its video relay service. A caller simply dials "911" from his/her videophone or mobile device with the Z soft-phone application. Or, if calling from a non-Z videophone, one can add "911VRS.tv" to his/her address book to enable 911 calls.

Using Specialized Amplified Phones

Growing numbers of older people with progressive hearing loss are finding themselves unable to use regular phones anymore. Thanks to the boon of technology trends, specialized phones with increased decibels are available so those people are, once again, able to use full telephone accessibility. A good number of them are programmable, which allows them to be set up to call 911 directly. For instance, phones from different companies such as Clarity, Ameriphone, Geemarc and ClearSound have programmable features to set up to call 911. A person can set it up by reading the instructions in the user manual or by calling an EDP specialist from one of the four offices in South Dakota who can help with the set up.

In an emergency situation, CapTel users should dial 911 directly. How the call is handled depends on which model CapTel phone a consumer uses:

► CapTel 800/200 users:

Users should pick up the handset and dial 911. The call connects directly to Emergency 911 Services — it does not go through the Captioning Service like other CapTel calls. The light above the CAPTIONS button will

911 Access, continued on page 3

YOUR FEEDBACK IS IMPORTANT TO US!

Did you just have a successful relay call and the CA did a fabulous job?



Did you have some challenges during a relay call and you feel that the CA might benefit from your feedback?

Your feedback, comments, and suggestions are extremely valuable to us, as they help ensure the quality of the relay services we offer to you. Not only that, positive feedback means the whole world to a CA and brightens up their day! Even your feedback to help a CA improve for the next relay calls will be greatly appreciated. By providing specific information using the example below, you will help us provide continuous training and specific feedback to our CAs.

Date of Relay Call: May 15, 2012
Time of Relay Call: 9:15 a.m. (Central time)
CA ID Number: CA 1234(F)
Comments: (be specific). This CA did a wonderful job relaying my call. She typed with no spelling errors, and typed efficiently and smoothly with a great positive attitude. My hearing friend felt like she was talking directly to me. Keep up the great work!

Please send your comments to:

Clarke Christianson
South Dakota TRS Outreach Manager
102 N. Krohn Place
Sioux Falls, SD 57103

or email:
cchristianson@c-s-d.org

This newsletter was funded by the South Dakota Department of Human Services

CLARKE'S COLUMN



Analog Phones on a Digital Line?

Analog technology has been around for decades and a lot of phone equipment is set up to be used on analog lines, also known as POTS (Plain Old Telephone Service). The last few years the newer digital line has begun to take over. More phone companies are switching to digital, although analog is still being offered by telephone companies in certain areas.

The switch from analog to digital is a dilemma right now, especially when most of the phones are analog. Digital lines carry lower voltages than ana-

log lines and that may cause a threat to the analog equipment not being able to function properly or even zap the analog equipment so it doesn't work at all.

As mentioned above, phone companies still offer analog lines, but be sure to check to see if your phones are analog, or if you are going to get a new analog phone through our Telecommunications Equipment Distribution Program or you are buying one yourself. Note of importance, check with your phone company to include analog service in your bundles. In some areas, you can request a larger bandwidth/fax line (64 kilohertz) for the telephone, which will make the digital line/VOIP more compatible with the analog phones, especially CapTel.

We are currently exploring solutions to resolve any issues regarding using an analog phone with a digital line. There may be a couple solutions but they have not yet been confirmed as a series of tests needs to be conducted.

If you find that you are unable to include an analog line in your service from your current phone company, contact one of the four Telecommunications Equipment Distribution Program offices nearest your home. The equipment distribution specialist will provide assistance to be sure you get full telephone accessibility.

Telecommunications Equipment Distribution Program

The Telecommunications Equipment Distribution Program (TEDP) is a program managed by South Dakota Department of Human Services with services provided by CSD. It is funded through a surcharge of 15 cents per phone line in South Dakota, so we are able to provide services at no charge to qualified South Dakotans who have hearing loss or are speech-disabled.



Specialized phones are available to help our consumers gain full telephone accessibility. Equipment types are amplified phones, amplified speaker phones or amplified cordless phones for those who have moderate hearing loss (30 – 50 dB); text telephones primarily for deaf or speech-disabled; and Voice Carry Over or CapTel phones for those who have hearing loss and are able to speak for

themselves. Hearing Carry Over phones allow people who cannot speak but can hear to type messages.

To apply for one of the phones, one can go to www.relaysd.com/TEDP to get an application online or visit one of the nearest CSD branch offices or the state office:

CSD of Sioux Falls
100 N. Krohn Place
Sioux Falls, SD 57103
(605) 367-5759
(866) 246-5759

CSD of Aberdeen
1707 4th Ave SE
Aberdeen, SD 57401
(605) 626-2668
(866) 246-5759

CSD of Rapid City
150 Knollwood Drive
Rapid City, SD 57701
(605) 394-6864
(888) 304-2311

SD Department of Human Services
3800 Hwy 34, 500 E. Capitol
Pierre, SD 57501
(605) 773-5301
(800) 265-9684

Tax Time – IRS Calls through Relay

Tax season is now behind us, but it's always a good idea to plan ahead. So here's some important information regarding using relay to contact the IRS. Many times, we receive calls through our state relay service with requests to call the Internal Revenue Service to ask questions or check on their refund. For the past several years, the IRS has confirmed that the only way they will take a relay call is if it is through our Federal Relay Service (FRS). The Federal Relay Service must be used to make calls when either one or both parties work for a Federal branch of the government.

If you call in using the traditional State Relay number or IP Relay, the relay agent will process your call

to the Internal Revenue Service; however, once you reach the IRS, their representative will most likely tell you that you will need to call through Federal Relay.

So when you prepare to pay your taxes in 2013, remember that many times there are very long hold times — up to 30 minutes or longer — when calling the IRS, and it's frustrating to be on hold for that long just to be told to hang up and call through the Federal Relay Service. We understand how time consuming this can be for you, but the relay agent must remain transparent and just relay the call information.

If you need a referral for the Federal Relay number, relay agents may

Tips Hints

provide those to you. The numbers are also listed below:

FEDERAL RELAY NUMBERS
TTY: 800-877-8339
Voice: 866-377-8642
Federal Relay Customer Service: 1-800-877-0996 for further information.

911 Access,

continued from page 1

go off and the display will show "CAPTIONS ARE OFF — Dialing 911 Directly." Watch the CapTel display for instructions. The caller will hear the 911 dispatcher or see that a connection is made. The caller can then talk into the handset and give information about the nature of the emergency. CapTel automatically sends a text message to 911 telling the emergency dispatcher to type messages to the caller. The caller can read the typed messages on the CapTel display and then respond by talking into the handset.

NOTE: If you use CapTel 800 in 2-line mode, calls to 911 are handled like any other phone call — you dial 911 directly and can read captions of what the 911 call-taker says.

► CapTel 800i users:

If you use CapTel 800i, pick up the handset and dial 911 directly

on the keypad. The call is handled like any other phone on that telephone system — it goes directly to the 911 emergency personnel and you can read the captions of everything said by the 911 dispatcher.

Next Generation 911 using Wireless Devices/Pagers

The Federal Communications Commission (FCC) released its Next Generation 911 Notice of Inquiry on December 2010, which asked questions about the deployment of a NG911 network. It included the possibility for consumers to send text messages, photos and video to 911 call centers. The FCC was seeking comments on what they can do to ensure that the deaf and hard of hearing community has the ability to make emergency calls in an NG911 environment. On August 10, 2011, the FCC outlined a five-step plan to help the public safety community migrate to NG911, which will support IP-based communica-

tions using text, data, photos, videos and voice. The plan is as follows:

1. Develop location accuracy mechanisms for NG911.
2. Enable consumers to send text, photos and videos to PSAPs.
3. Facilitate the completion and implementation of NG911 technical hardware and software standards.
4. Develop a NG911 governance framework.
5. Develop an NG911 funding model.

While the FCC is working on building a 21st century 911 system, industry is taking part in implementation of trials. During the past year, text-to-911 trials have been conducted in different cities throughout the country. The FCC expects that the plan will launch nationwide this spring and the nationwide deployment of NG911 will take five to ten years.



102 N. Krohn Place
Sioux Falls, SD 57103

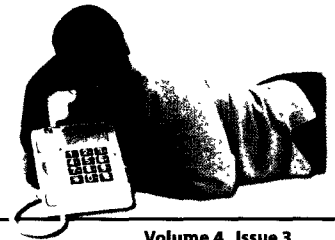
RETURN SERVICE REQUESTED

Received & Inspected
NOV 16 2012
FCC Mail Room



Relay South Dakota Dial 711

Fall 2010



Volume 4 Issue 3

Your feedback is important to us!

Did you have some challenges during a relay call and you feel that the CA might benefit from your feedback?

Your feedback, comments, and suggestions are extremely valuable to us, as they help ensure the quality of the relay services we offer to you. Not only that, positive feedback means the whole world to a CA and brightens up their day! Even your feedback to help a CA improve for the next relay calls will be greatly appreciated. By providing specific infor-



mation will help us provide continuous training and feedback to our CAs.

Date of Relay Call: December 15, 2010

Time of Relay Call: 9:15 a.m. (Central time)

CA ID Number: CA 1234(F)

Comments: (be specific). This CA did a wonderful job relaying my call. She typed with no spelling errors, and typed efficiently and smoothly with a great positive attitude. My hearing friend felt like she was talking directly to me. Keep up the great work!

Please send your comments to:
Clarke Christianson
South Dakota TRS Outreach Manager
102 N. Krohn Place
Sioux Falls, SD 57103

or email:
cchristianson@s-s-d.org

This newsletter was funded by the South Dakota Department of Human Services

www.sdrelay.com

Two New TEDP Staff Serve South Dakotans

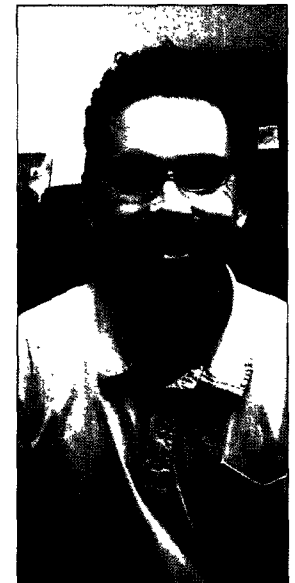
Two new EDP specialists have joined the TEDP team — Reid Holiday in September and Andy Hallock in November. Reid is responsible for the distribution of telecommunications equipment in the Sioux Falls and southeastern

areas. Andy's area of distribution is the Rapid City and West River areas. One other EDP specialist already on the team is Jackie Bosma of CSD of Aberdeen, and she covers the Aberdeen area and north-eastern part of South Dakota as well as the Mobridge area. At the state office in Pierre, Julie Paluch handles primarily the central part of the state.

Reid Holiday is a lifelong native of South Dakota, having been born in Watertown and growing up in the little town of Naples. He has lived in different states (Missouri, Kansas, Georgia and Minnesota), and has served in the armed forces as military policeman. He has returned to his roots here being drawn by the great outdoors of South Dakota. He is the father of one son, Josh, and is soon getting married to a wonderful woman, Sally.

Andy Hallock hails from the state of Michigan and has lived in Wisconsin and California before settling down in the West River area of South Dakota. He is married and has two children, ages two and five. His parents still live in Michigan and his two siblings live in Iowa and Ohio.

Both Reid and Andy, since starting their new positions, have

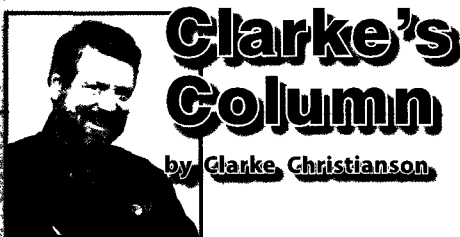


Andy Hallock is the new EDP specialist distributing telecommunications equipment in Rapid City and the West River areas of South Dakota.

already found a real sense of achievement in a short time helping people with a hearing loss be able to reconnect with family and friends with specialized phones. Welcome aboard, Reid and Andy!



Reid Holiday is the new EDP specialist distributing telecommunications equipment in Sioux Falls and southeast South Dakota.



During Oct. 13-21, yours truly had the opportunity to attend two national conferences — the Telecommunications Equipment Distribution Association (TEDPA) and the National Association of State Relay Administrators (NASRA) in Durham, N.C. My counterparts — Juli Robinson, CSD Contact Centers vice president and Mark Seeger, CSD Business Development senior director — attended TEDP and Nancy Soyring, vice president of CSD Relay Centers, attended NASRA. Janet Ball, the state administrator of Deaf Services in Pierre, also attended NASRA.

Over two days at the TEDPA conference, there

was a series of presentations on different new telecommunications equipment by vendors; and forums such as how the states can do better job of matching disability to equipment, controlling return rate of equipment, maintaining reports and quality assurance in equipment distribution and such. Seeger had the opportunity to give a presentation about Project Endeavor (see the front page of this newsletter).

The NASRA conference also included two days of speakers giving presentations pertaining to telecommunications relay services and forums such as updates from National Exchange Carrier Association the and Federal Communications Commission. One of the issues being discussed at length was about the ramifications of fraud on all forms of telecommunications relay services. I was invited to be on the panel to discuss utilization of social media networks to promote our relay services and equipment distribution programs.

Overall, it was great to be able to network with colleagues from different states, talk shop and compare notes at those conferences!

Do you qualify for a notebook computer and high-speed Internet?

Contact us now to find out!

WWW.PROJECTENDEAVOR.COM
 (877-436-6377) 877-NETME77 4 VOICE
 877-403-4596 4 TTY
 605-550-4056 / 605-644-7399 4 VP
 605-782-8448 4 FAX
 CSOPB1 / CSOPB2 / CSOPB3 4 BH
 info@projectendeavor.com



WOW!
 DELL 11.6" NOTEBOOK
 + 12 MONTHS 3G/4G
 SERVICE FOR ONLY
 \$250!



Sprint IP using AIM.

Use SprintIP on any device that runs AIM.
 Add SprintIP to your Buddy List.
 Escribe ESPANOL para servicio en español
 Type HELP — connect to Live Customer Service

More information:
www.sprintrelay.com



SprintIP

TIPS & HINTS

Branding

When calling through Relay, do you ever seem to have problems getting connected to the relay agent using your preferred mode of communication (VCO, HCO, STS, etc.)? This may be happening because our computer system doesn't associate your phone number with your preference.

For example, if a VCO user's number is not branded, the call will come in as TTY (not VCO). This can be very frustrating if the customer isn't aware of it because the VCO user sees the greeting that was sent by the agent's computer and begins voicing the number to dial, assuming the agent can hear them. However, the agent does not hear them speaking; they are waiting for someone to begin typing. If no typing is detected by our system within 10 seconds, the agent's computer does an automatic search for other call types until they are finally connected. This entire procedure can take

several minutes before the relay agent realizes that the customer is a VCO user.

There is a feature that allows the relay agent or Customer Service to permanently brand a customer's telephone number when calling into relay. Once a telephone number or line is branded, any call placed from that specific phone number to a TRS center will automatically connect to the relay agent as the branded answer type.

When you call in to have your phone number branded, you must be calling from the number you wish to brand. We are unable to brand cell phones, public numbers, or restricted numbers.

To keep control with the caller, the relay agent is unable to suggest you brand your number unless you indicate that you would like to have it done. So please feel free to ask any relay agent or Customer Service about this feature if you're experiencing difficulties connecting to the agent when using TRS.